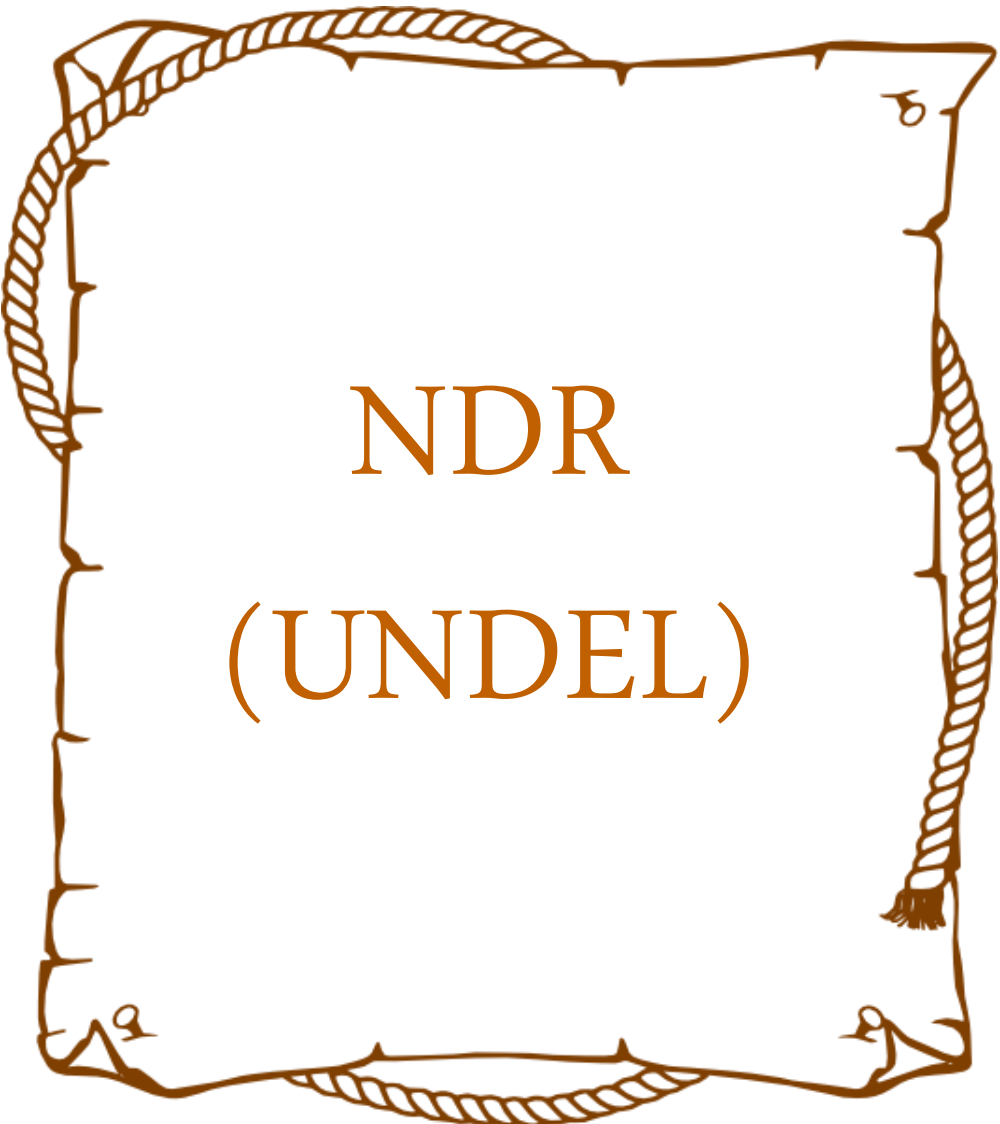


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NDR (UNDEL)

SESSION OBJECTIVES

By session end you will be able to identify with:

1. **NDR – OMS Overview**
2. **NDR – Access OMS Interface**
3. **UNDEL Order Search.**
4. **UNDEL – Details Page**
5. **Updating UNDEL Data**
6. **Updating UNDEL Data Process Flow**
7. **NDR Frequent Objections.**



NDR – Non Delivery Responses

What is NDR ?

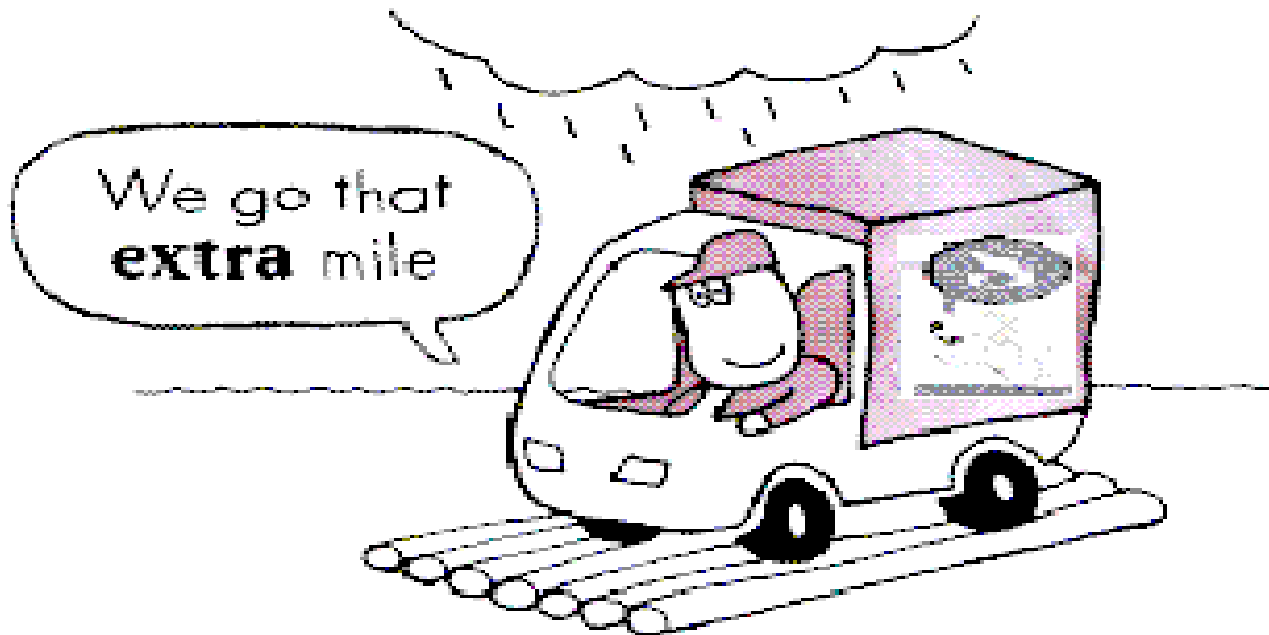
NDR Stands for “Non Delivery Responses” is a process , wherein we deal with the orders sent through courier which are still not delivered to our customer



NDR – Non Delivery Responses

Why NDR ?

Now a days their are many E-Commerce Companies in market who are ready to serve your customer , so here we get an opportunity serve our customer by going that extra miles and build goodwill by serving the best in the industry.



NDR – Non Delivery Responses

What we do in NDR process ?

Its an outbound calling process, wherein we call the customer to check whether He/ She has received the product.

WE GO THE EXTRA MILE



NDR – Non Delivery Responses

How many courier partner s we are associated with ?

We have total 5 logistic partners associated with us.

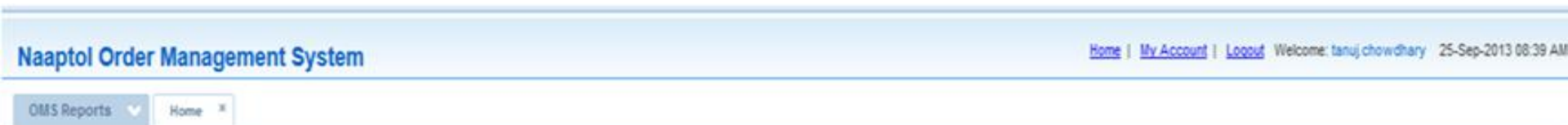
1. Blue Dart
2. Aramex
3. Aramex NPD
4. First Flight Courier
5. E Com Express Courier

The logo for Blue Dart, featuring the words "BLUE DART" in blue and green capital letters, followed by a blue arrow pointing to the right.The logo for Aramex, featuring the word "aramex" in red lowercase letters, with the tagline "delivery unlimited" in smaller black lowercase letters below it.The logo for First Flight Courier, featuring a stylized orange and blue circular emblem with a white swoosh, followed by the text "First Flight" in blue and "First Flight Couriers Ltd." in smaller black text below it.The logo for Ecom Express, featuring the word "Ecom" in red and "Express" in blue, both in a bold, sans-serif font.The logo for naaptol, featuring the word "naaptol" in blue and green lowercase letters, with the tagline "shop right • shop more" in smaller black lowercase letters below it.

NDR – Non Delivery Responses

What is the tool which is used in this process?

The Name of the tool used for this calling is OMS



Welcome to Order Management System

ORDER MANAGEMENT SYSTEM

Naaptol Order Management System

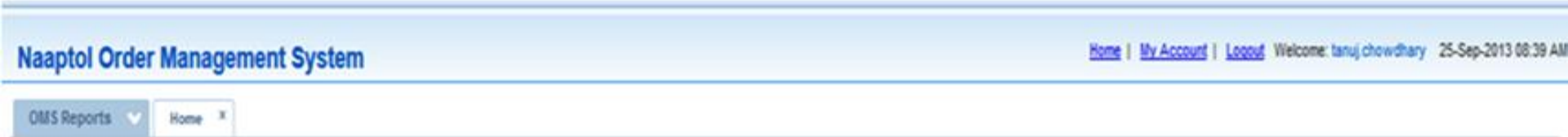
[Home](#) | [My Account](#) | [Logout](#) Welcome: tanujchowdhary 25-Sep-2013 08:39 AM

OMS Reports ▾

Home ✕

Welcome to Order Management System

ORDER MANAGEMENT SYSTEM



We use the interface of Order Management System(OMS) to access relevant information and perform our tasks.

- ✓ We can access OMS through <https://oms.naaptol.com>
- ✓ OMS is used to search for undelivered incidents, follow up On the same & update the correct information.

OMS: LOGIN PROCEDURE

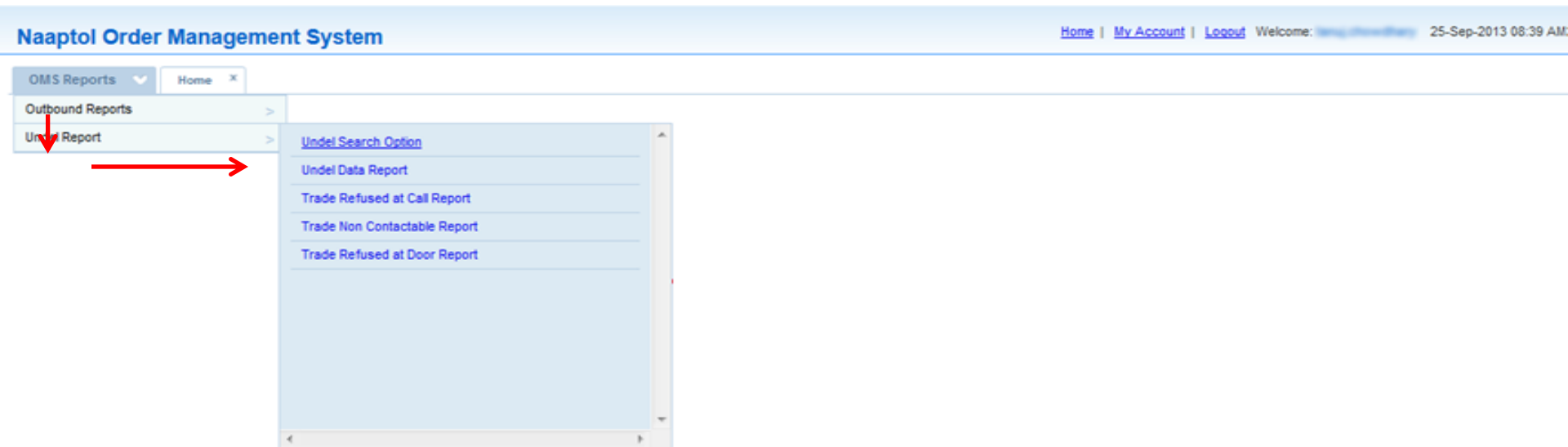
- ✓ Go to <https://oms.naaptol.com>
- ✓ Enter Username (), Password().
- ✓ Click on “LOGIN” button.

OMS: UNDEL ORDER SEARCH

OMS is an extremely user friendly interface which simplifies searching information.

Now to Follow up on an undelivered order we first need to search for the order in our system.

OMS REPORTS > UNDEL REPORTS > UNDEL SEARCH OPTIONS



OMS: UNDEL ORDER SEARCH

Agents can use various search options to locate and go through undelivered order's details.

Naaptol Order Management System [Home](#) | [My Account](#) | [Logout](#) Welcome: tanuj.chowdhary 25-Sep-2013 08:44 AM

OMS Reports ▾ Home × Undel Sear ×

Undel Search Option

Undel Id		Order Number	7025594
Mobile No.		Is Processed	☐ Processed ☐ UnProcessed ?
Select Disposition	RAD CWC RTO NYC ?	Output Format *	HTML ▾

Input the criteria in text box i.e. “ORDER NUMBER” & click on “CONTINUE”

OMS: UNDEL ORDER SEARCH

When you click on “CONTINUE” you will be redirected to the summary page where you can view the summarized details for the order/undel ID you earlier entered.

Naaptol Order Management System												Home My Account Logout Welcome: [User Name] 25-Sep-2013 08:00									
OMS Reports ▾ Home X Undel Sear X Undel Sear X																					
Undel Search Option																					
Sr No	Undel Id	Order Number	Product Name	Buyer Name	Mobile No.	Phone No.	Pin Code	Courier Name	Pickup Date	Awb Number	File Name	File Date	Logistic Brief Remark	Logistic Long Remark	Agents Remark	Other Remark	Disposition Type	Sub Disposition Type	Undel Status	Customer Voice	
1	1113438	7124554	Multi Purpose Lightweight and Space Saving Cot	HARDIK BHARTI	9416377790	9416377790	135001	Blue Dart Surface All India	2013-09-13 00:00:00	54509188324	Blue Dart All India Surface.csv	2013-09-17 11:10:35	Blue Dart Surface All India 17 September 2013	RESIDENCE/OFFICE CLOSED,CANT DELIVER	CUSTOMER WANTS DELIVERY	CUSTOMER WANTS DELIVERY	RAD	Attempt Delivery	Processed	Courier Did not Attempt	

1. You can check the reason for non delivery under “Logistic Long Remark”
2. Click on “Undel ID” i.e. 1113438 to drill down into ID specific details.

OMS- UNDEL DETAILS PAGE

Naaptol Order Management System

[Home](#) | [My Account](#) | [Logout](#) Welcome: tanuj.chowdhary 25-S

OMS Reports ▾Home ×Undel Sear ×Undel Sear ×1113438:-U ×

Undel Detail

Undel Number :

1113438

Order Number :

[7025594](#)

Product Name :

Multi Purpose Lightweight and Space Saving Cot

Undel Status :

Processed

Courier Detail

Courier Name :

Blue Dart Surface All India

AWB Number :

54509168324

Courier Brief Remark :

Blue Dart Surface All India 17 September 2013

Courier Detail Remark :

RESIDENCE/OFFICE CLOSED,CAN'T DELIVER

Update Undel Data

Customer Voice:

Select ▾

Disposition Type:

Select ▾

Agent Remark:*

CUSTOMER WANTS DELIVERY

Other Remark:*

CUSTOMER WANTS DELIVERY

Sub-Disposition Type:

Select ▾

Submit

Other Detail

Disposition Type :

RAD

OMS- UNDEL DETAILS PAGE

1

Undel Detail

This section comprises of UNDEL NUMBER, ORDER NUMBER, PRODUCT NAME, UNDEL STATUS.

2

Courier Detail

As it's name suggests Courier Details includes primary information about the courier responsible for parcel delivery. This section comprises of COURIER NAME, AWB NUMBER, COURIER BRIEF REMARKS, COURIER DETAILS REMARKS.

3

Update Undel Data

This section is used to update the UNDEL with the information you have gathered. This section comprises of CUSTOMER VOICE, DISPOSITION TYPE, AGENT REMARKS, OTHER REMARKS, SUB-DISPOSITION TYPE.

4

Other Detail

This section is used to update the UNDEL with the information you have gathered.

OMS- VALIDATE COURIER REMARKS

Courier Detail

Courier Name :	Blue Dart Surface All India
AWB Number :	54509168324
Courier Brief Remark :	Blue Dart Surface All India 17 September 2013
Courier Detail Remark :	RESIDENCE/OFFICE CLOSED,CANT DELIVER

Update Undel Data

Customer Voice:

Agent Remark: *

CUSTOMER WANTS DELIVERY

Sub-Disposition Type:

Disposition Type:

Other Remark: *

CUSTOMER WANTS DELIVERY

Submit

OMS- UPDATING UNDEL DATA



The screenshot shows a web form titled "Update Undel Data" with a blue header. The form contains several input fields: "Customer Voice:" with a dropdown menu showing "Select"; "Disposition Type:" with a dropdown menu showing "Select"; "Agent Remark:" with a text area containing "CUSTOMER WANTS DELIVERY"; "Other Remark:" with a text area containing "CUSTOMER WANTS DELIVERY"; and "Sub-Disposition Type:" with a dropdown menu showing "Select". A "Submit" button is located at the bottom center of the form.

Whenever we interact with customer's regarding a pending delivery, we have to update the relevant details as well. This is done through "[Update Undel Data](#)" section. Simply update the following provided fields:

- 1) CUSTOMER VOICE.
- 2) DISPOSITION TYPE & SUB-DISPOSITION TYPE.
- 3) AGENT REMARKS & OTHER REMARKS.

OMS- UPDATING UNDEL DATA

1 CUSTOMER VOICE (Optional)

Customer Voice:

Select

Select

Called in courier office for serviceable location

Courier called but out of station

Courier Did not Attempt

Excess Money demanded

Fake Order

False Reason by courier

Just call and no attempt

Misbehavior with cust by courier boy

No phone call for address

Only SMS sent no attempt

True Statement by Courier

Customer voice section is to verify Courier company's statement and to capture customer's version of events. This section has a drop down list to select from, and you can capture what exactly happened.

OMS- UPDATING UNDEL DATA

2

DISPOSITION TYPE & SUB DISPOSITION TYPE

Disposition Type & Sub Disposition Type are used to categorize the Undel Data based on agent conversation with the customer.

DISPOSITION TYPE	SUB DISPOSITION TYPE
1. CWC (Customer Will Collect)	ADDRESS OF COURIER OFFICE PROVIDED.
2. DELIVERED	CUSTOMER RECEIVED THE PRODUCT.
3. Concerned Person Not Available	Concerned Person Not Available
4. RAD (RE-ATTEMPT OF DELIVERY)	a) ATTEMPT DELIVERY b) ATTEMPT DELAYED DELIVERY
5. Incomplete Instruction	a) Language Barrier b) Call back c) Ringing No Response d) Switched Off

OMS- UPDATING UNDEL DATA

2

DISPOSITION TYPE & SUB DISPOSITION TYPE

DISPOSITION TYPE	SUB DISPOSITION TYPE
6. RTO (RETURN TO ORIGIN)	1) WRONG MOBILE NUMBER: 2) NOT INTERESTED 3) DUE TO LATE DELIVERY 4) CUSTOMER HAVE PROBLEM IN HIS FIRST ORDER 5) COURIER PERSON ASKING FOR MONEY IN PREPAID CASE 6) CUSTOMER NEEDS OPEN DELIVERY 7) WANT DEMO 8) NO ORDER PLACED BY CUSTOMER 9) PAYMENT NOT READY 10) PURCHASED FROM OTHER SOURCE 11) CUSTOMER OUT OF STATION 12) EXCESS SHIPPING CHARGES 13) OUT OF DELIVERY AREA 14) OUT OF STATION

OMS- UPDATING UNDEL DATA

1. CWC – Customer Will Collect

CWC – Is the disposition in which we ask customer or customer him self agree to collect the parcel from courier location/office.

2. Delivered

Delivered – We choose this disposition only when our customer verify that he received the product.

3. RAD – Re-Attempt Delivery

RAD – We choose this disposition only when our customer has not received the parcel & he is ready to accept the delivery now in next few days.

NOTE: We need to re-confirm the shipping address and preferred date and time for delivery.

OMS- UPDATING UNDEL DATA

4. Concern Person Not Available

Concern Person Not Available – We Tag the call in this category incase the person who have booked the order is not available to attend the call.

Note: we will only accept the instructions from the person who have the order.

5. RTO – Return To Origin

RTO– We choose this disposition only when our customer is not ready to accept the parcel.

Note: We Need to confirm the reason why customer is not ready to accept the Parcel.

OMS- UPDATING UNDEL DATA

4. Instructions Incomplete

Instructions Incomplete – We Tag the call in this category only if the customer is not contactable or is unable to decide what needs to be done with the order.

OMS- UPDATING UNDEL DATA

3 AGENT REMARKS & OTHER REMARKS

As implied by the name, remarks section is used to input the brief description of the conversation with customers and update any specific details collected during the course of agent's conversation with customer. **For eg.** When customer requests delivery attempt then we can capture the convenient date & time given by customer for attempt of delivery. We can copy Agents Remarks & paste under Other Remarks

Update Undel Data

Customer Voice:

Select

Disposition Type:

NYC

Agent Remark: *

Other Remark: *

Sub-Disposition Type:

NYC

Submit

UPDATING UNDEL DATA - PROCESS

LOGIN TO OMS - <https://oms.naaptol.com>



OMS Reports > Undel Search Options



Input Order Number & Click on "Continue"



Drill down into details page by clicking on "Undel ID" number



Fill necessary details under "Update Undel Data" section.



Click on "Submit" button under "Update Undel Data" section

NDR – Key Things To Remember

KEY THINGS TO REMEMBER

RAD – Re Attempt Delivery

For RAD we can facilitate redelivery of products however we have to be careful while choosing sub-disposition type. There are two sub-dispositions available under RAD:

1. Attempt Delivery: Where customer can collect product within next 3 working days.
2. Attempt Delay Delivery: When customer will be available after 3 working days.

Maximum Period To Hold Product With Courier

In case of **Blue Dart** we can hold product for next **5 days** and for others it is always **15 days** from the day we are calling to customer.

KEY THINGS TO REMEMBER

Address Related Issues

For the cases where address related issues have been highlighted we have to capture complete address correctly. In case of short address and incomplete address we have to probe for complete address and capture these details in **Agent Remarks**.

For Outside Delivery Area

If courier remarks mention that customer's house is outside their delivery area then always ask from customer about the nearest courier office location. Our intention should be to know the distance of courier office from customer's delivery address in kms.

Usually we can arrange for delivery attempt within 45 km radius of courier office. And we have to inform customer to collect it from courier office and if customer deny then we will tag it under RTO

KEY THINGS TO REMEMBER

RTO > Customer Wants Open Delivery

One of the common concerns in customer's mind is checking product before paying for it. On some occasions this leads to customer not accepting product delivery and returning it.

If customer is asking for open delivery and parcel is being handled by Aramex NPD or EcomExpress then without committing to customer assure him/her that you will try to meet their expectations. Escalate this issue to your Team Leader/QA to facilitate further action.



KEY THINGS TO REMEMBER

Probing

One of the common concerns over the calls are checking the correct root of issue. On some occasions this leads to customer not receiving product delivery and returning.

Asking the right questions is the key to getting the right answers.



KEY THINGS TO REMEMBER

Probing

- **Tell your customer ‘what’s in it for them’**

“Okay Mr/Mrs Customer, I’m going to ask you some questions about x, y and z so I can give you the best possible solution to your question/issue/situation.”

- **Use closed questions to check you are speaking to the right person**
- **Use a template :-** You need to update addresses, phone numbers, etc.



NDR – FREQUENT OBJECTIONS

FREQUENT OBJECTIONS

“Aap baad mein call kariye/kuch time chaiye sochne ke liye ”

Sir/Ma'am, Main apko puri taraha se is baat ki assurity deta hu ki apne jo product choose kia hai, yeh product puri tarah se value for money hai. Aur main aapko yeh bhi bata dun ki is product ko lene ke baad apko kaafi compliments (tareefey) milengey.

“Agar product pasand nahin aaya toh?”

Sir/ma'am ,I assure you ki yeh product apko zarur zarur pasand ayega aur apko iske liye bahut compliments bhi milengey.

Yeh hamare Naaptol ka hottest selling/Best selling product hai. Infact hamare bahut saare customers ne iske liye dubara orders book karaye hai.

FREQUENT OBJECTIONS

“Mai apni family se discuss karke phir batata hoon”

Ji bilkul, aap discuss kijiye apni family mein par main apko batana chahunga ki yeh jo product aap itni kifayti daam mein le rahe hai yeh bohut hi akarshak deal hai iska response bohut hi acha hai aur is samay yeh bohut hi behtareen product hai. Humein iska bahut hi acha response mil rha hai to main aap ko yeh hi suggest karunga ke aap isko accept kar lijiye aur saath mein apko yeh bhi kahna chahunga ki itni attractive kifayti deal apke family ko bohut pasand ayegi.

Or

Sure ma'am/Sir, aap bilkul discuss kariye lekin main apko btana chahunga ki aapne lagbhag/- Rs. Ka product sirf/- Rs. mein khareeda hai aur/- Rs. ki badi savings ki hai, to isse miss na karein.

FREQUENT OBJECTIONS

“Main soch ke btata hoon. ”

Sure aap bilkul soch ke bata sakte hain lekin yeh ek behtareen offer hai aur is tarah ka offers baar baar nahin milta. Toh main apko yahi suggest karunga ki aap isko miss mat kijiye aur maximum benefits avail kijiye.

TIP: *First probe for the reason behind customer's hesitation. We first need to understand why customer is taking time/ having second thoughts.*

“Agar mera product tuta hua nikla toh?/ Agar box khali nikla toh/ Agar product defective hua toh?”

“ Apka doubt/concern mein samajhta hoon lekin main apse share karna chahunga ki hum product quality check ke baad hi send karte hain. So main apko 100% assurance deta hu ki product main koi defect nahin milega. Product milne ke baad aapke kisi bhi concern ko address karne ke liye hum 24 ghante available rahenge. Product mein koi bhi. “

FREQUENT OBJECTIONS

“Kya yeh chinese product hai/ apka yeh product kahin china ka toh nahin? ”

Sir/mam aapse share karna chahunga ke hum sirf trusted brands ke saath deal karte hai and quality products hi apko show karte hai. Yeh product ek well reputed(**vishwasniye**) brand ka hai. Best part is ki product aap naaptol se purchase kar rahe hai aur hum lagataar 4-5 saal se apne customers ko best products deliver **or services pradan kara rahe hai. Naaptol Ke Bharose ke alawa apko** product pe apko warranty bhi di jaa rahi hai. Waise toh koi problem ayegi nahin but still agar apko kabhi problem aaye toh aap Service center visit kar sakte hai yaa humein contact kar sakte hai. Hum 24*7 uplabdh hai apki sewa mein.

“Demo dene koi ayegaa naa?/ Mujhe demo chahiye/agar product use nahin kar paya toh?”

Main kshama chunga ke demo ke liye toh koi nahin ayega leking main apko btana chahunga key eh bahut hi user friendle product. Isey use karna bahut hi easy hai. Still apko koi problem aaye toh aap bilkul nishchint rahiye kyuki hum apko product ke saath user manual bhi dete hai. Yaa fir ap hamara channel bhi dekh sakte hai uspe bhi apko kaafi jaankari di jati hai.

FREQUENT OBJECTIONS

“Main shipping charges nahin pay karunga/ Dusri companies toh free home delivery deti hai/ Shipping charges hata do fir le lunga ”

Sir hum Aap se long term relationship banane mein vishwas rakhte hai isliye hamari sabhi policies transparent hai. Aur sabhi companies shipping charges leti lekin mostly companies product ke price mein include karke btati hai lekin hum apko bilkul clearly btate hai. Waise apse share karna chunga ke hum product pe bahut hi huge discount de rahe hai toh agar main yeh charges bhi include karu toh bhi apko market ke comparison mein Rs./- ki saving hoti hai.

“Agar product pasand nahin aaya toh?”

Sir/mam I assure you ki yeh product apko zarur zarur pasand ayega aur apko iske liye bahut compliments bhi milengey kyuki yeh hamare naaptol ka hottest selling/Best selling product hai. Infact hamare bahut saare customers ne iske liye dubara orders book karaye hai.

FREQUENT OBJECTIONS

“Ab Mujhe emi mein pay karna hai/kya apke paas emi option hai/mahine mein lena hai/hafte mein lena hai ”

Main kshama chahunga EMI suvidha hamare paas abhi uplabdh nahin hai. Agar aap chahe toh product ko COD mein ek baar mein payment karke le sakte hai kyuki agar EMI agar ap kisi mahine pay karna bhool jate hai toh apko bank penalty lagata hai aur saath hi saath apke credit card ki limit bhi block ho jati hai jabki COD mein apko sirf ek baar pay karna hai, uske baad apko follow up karne ki koi zarura nahin hoti.

“Yeh product market mein toh sasta mil raha hai?”

Sir/mam bilkul ho sakta hai yeh product apko saste daam mein mil rha ho lekin ho sakta hai uski quality mein fark ho aur local market mein shopkeeper 24*7 apko assurance nahin de sakta after sale services sambandhit. Jabki naaptol mein hum apko Quality checked product dete hai, value for money dete hai aur saath hi saath product sambandhit sahayta bhi pradan karte hai who bhi 24*7.

FREQUENT OBJECTIONS

“Kya mere area mein service centre nahin hai?/ iska service center kahan hai?/ Service center btao tabhi product receive karunga . Iski after sales service ka kya hoga?”

Sir/mam, 1st of all apko is product mein aisi koi problem hogi hi nahin kyuki hum product quality check ke baad hi bhijwate hai still agar apko problem aaye to ap nearest service center mein contact kar sakte hai. Service center ki adhik jaankari ke liye hum apko product ke saath manual book dengey jaise apko nokia Samsung etc etc companies product ke user manual mein address aur contact number deti hai waise hi milega.

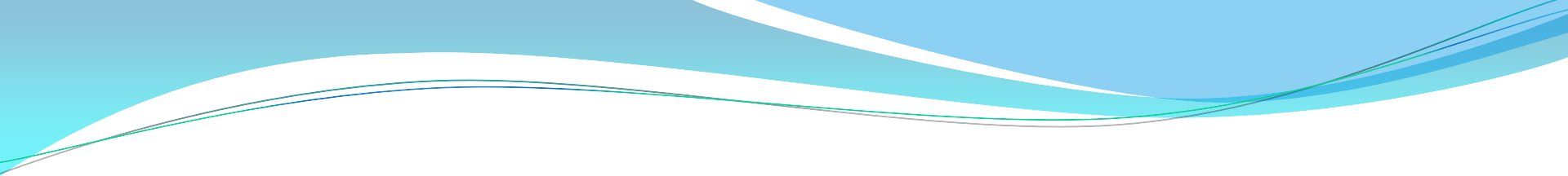
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THANK YOU

